



2/15

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Find Requests - Microsoft Internet Explorer

File Edit View Favorites Tools Help Address Technical+Support&dropdownse=100&refid=08page=showmatchingquestions

Back Forward Stop Home Search Favorites History

Find Requests

Provider Pool ☐ Category ☐ Sub-Category - 1

General Technical Support <All>

Operating System OS Version Price is at least ☐ Fast Track only

<All Operating Systems> <All Versions> \$0.00

Type of Provider Priority Submitted Within Onsite/Offsite Sort by

<All> <All> <All> <All> User Off/Online Descending

☐ Make window active each time a request is found

Right-click this link and select "Add to Favorites..." (Internet Explorer) or "Add Bookmark" (Netscape) to save these search criteria.

Submitter	Request	Actions
fsll+8megapede New	o TGIF email Q2 E-mail AOL OS: Microsoft Windows-Windows 3x Test SLA Group \$10.00	FastTrack 4 days, 51 min
fsll+1megapede New	o holday M email Q3 E-mail AOL OS: Microsoft Windows-Windows 3x sla	No Bids 1 day, 21 hrs, 34 min
mwang+3	o sp2240 not import Operating System - Net Listed OS None Folk Inc.	FastTrack 1 day, 2 hrs, 34 min
alexuser New	o MP Collaboration test Compiler viruses -All Viruses OS Microsoft Windows Windows 3x Folk Inc.	FastTrack 20 hrs, 41 min
Nov15	o Test perf Operating System - Net Listed OS None Folk Inc.	FastTrack 19 hrs, 10 min
dents.lavrenko	o with attachment Web Browsers - not listed OS None ePeople \$48.00	FastTrack 18 hrs, 54 min
dents.lavrenko	o No-tittle specified Web Browsers - not listed OS None ePeople \$48.00	FastTrack 12 hrs, 37 min
tchikanov+sponuser 1 intermediate	o asdifasd E-mail-Eudora OS: Microsoft Windows-Windows NT Workstation ePeople	No Bids 4 hrs, 11 min
tchikanov+user 3	o test flow E-mail-Eudora OS: Microsoft Windows-Windows NT Workstation ePeople	No Bids 2 hrs, 10 min

FIG. 1a



3/15

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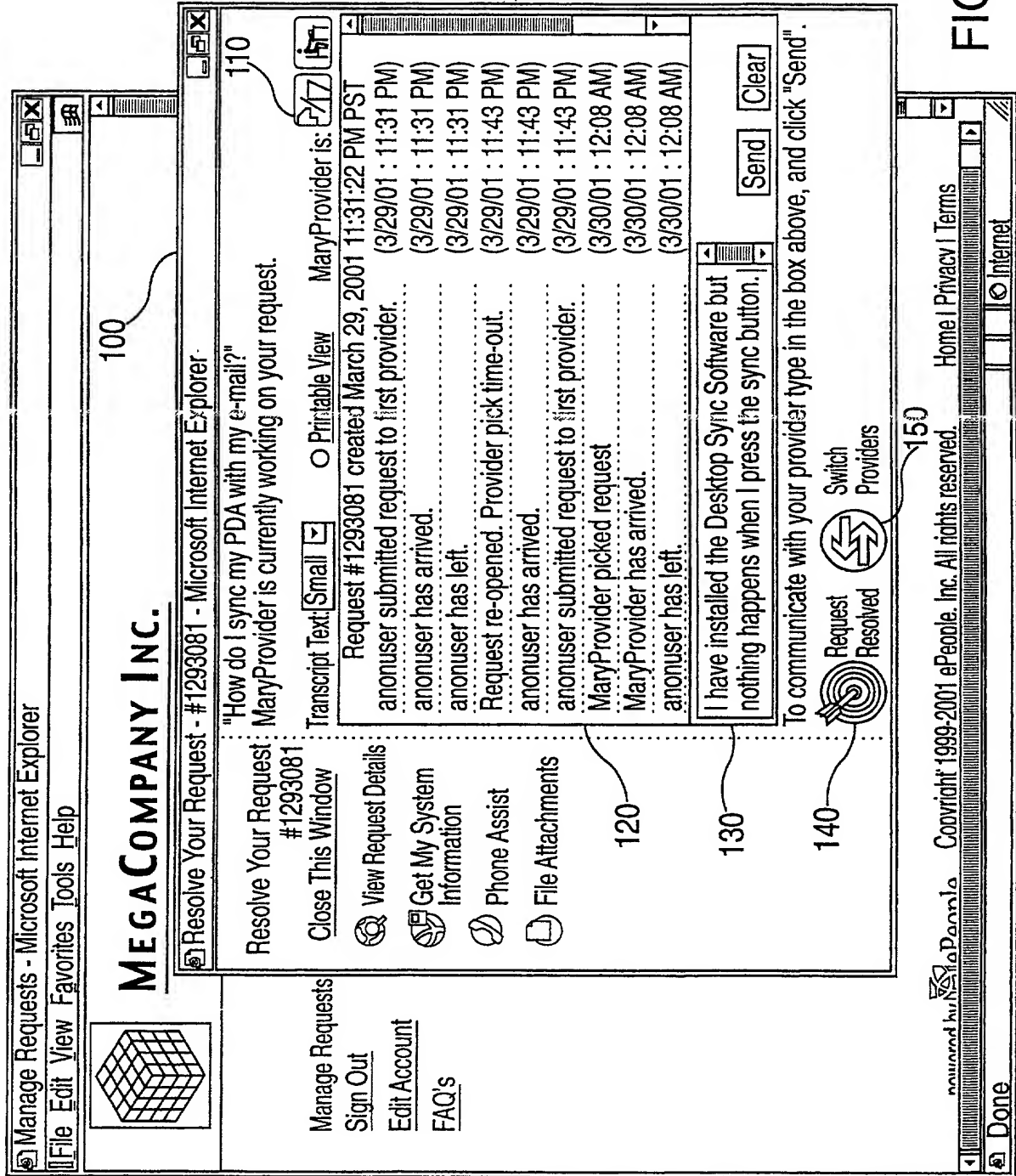


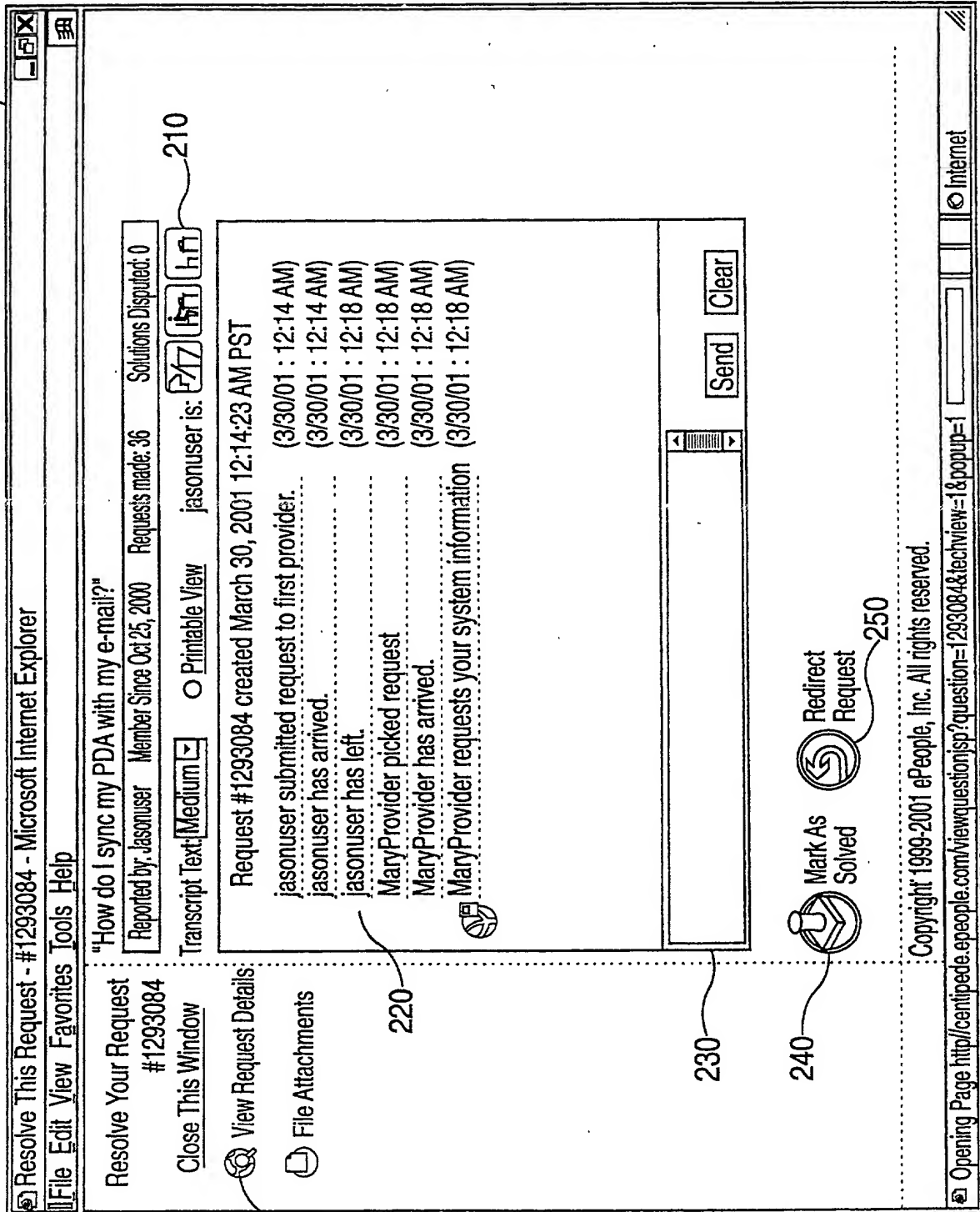
FIG. 2



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4/15

200



210

"How do I sync my PDA with my e-mail?"

Reported by: Jasonuser Member Since Oct 25, 2000 Requests made: 36 Solutions Disputed: 0

Transcript Text: Medium Printable View jasonuser is:

Request #1293084 created March 30, 2001 12:14:23 AM PST
jasonuser submitted request to first provider. (3/30/01 : 12:14 AM)
jasonuser has arrived. (3/30/01 : 12:14 AM)
jasonuser has left. (3/30/01 : 12:18 AM)
MaryProvider picked request (3/30/01 : 12:18 AM)
MaryProvider has arrived. (3/30/01 : 12:18 AM)
MaryProvider requests your system information (3/30/01 : 12:18 AM)

230

240

250

225

220

FIG. 3



6/15

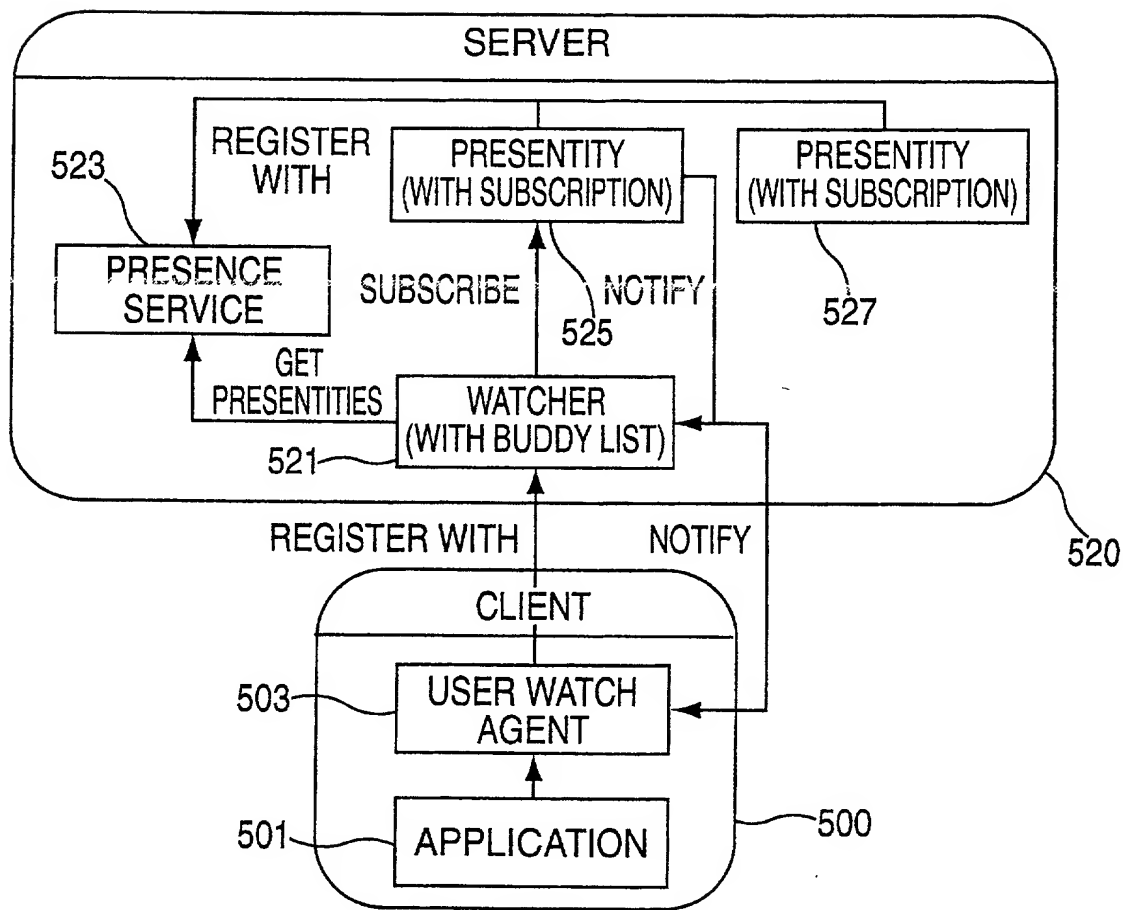


FIG. 5

7/15

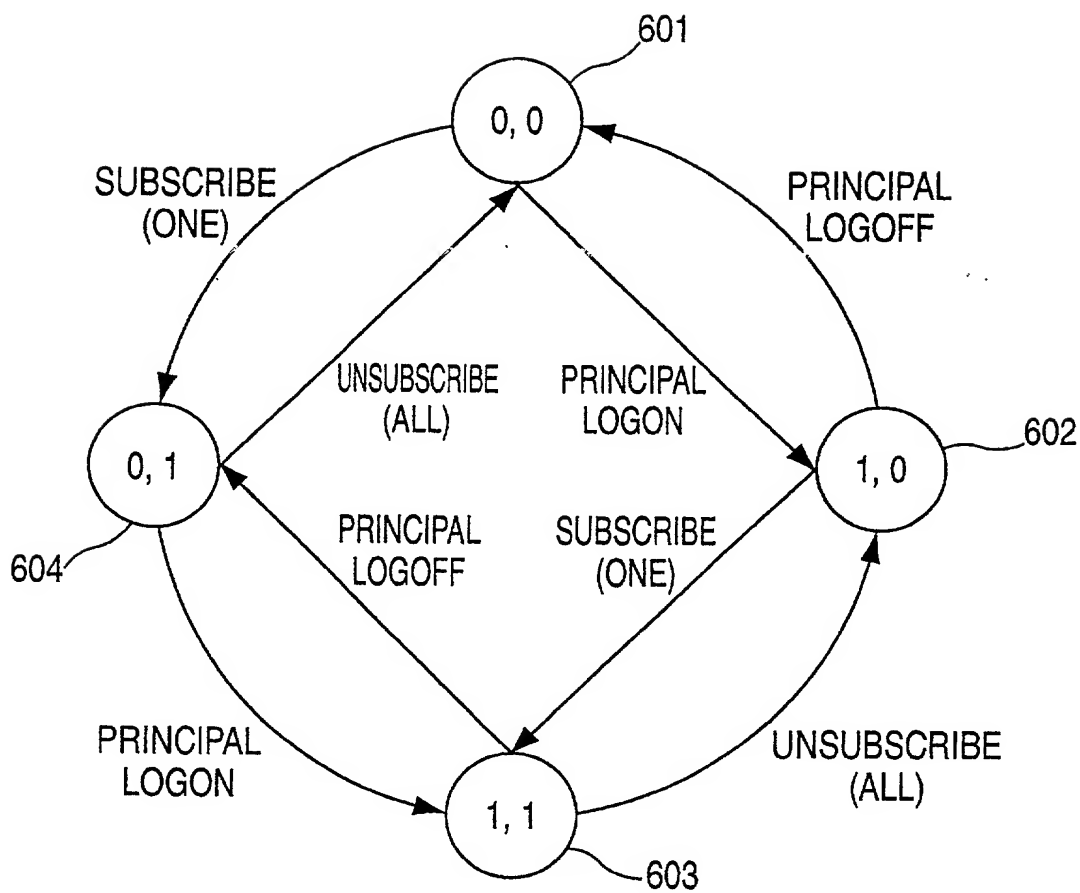


FIG. 6

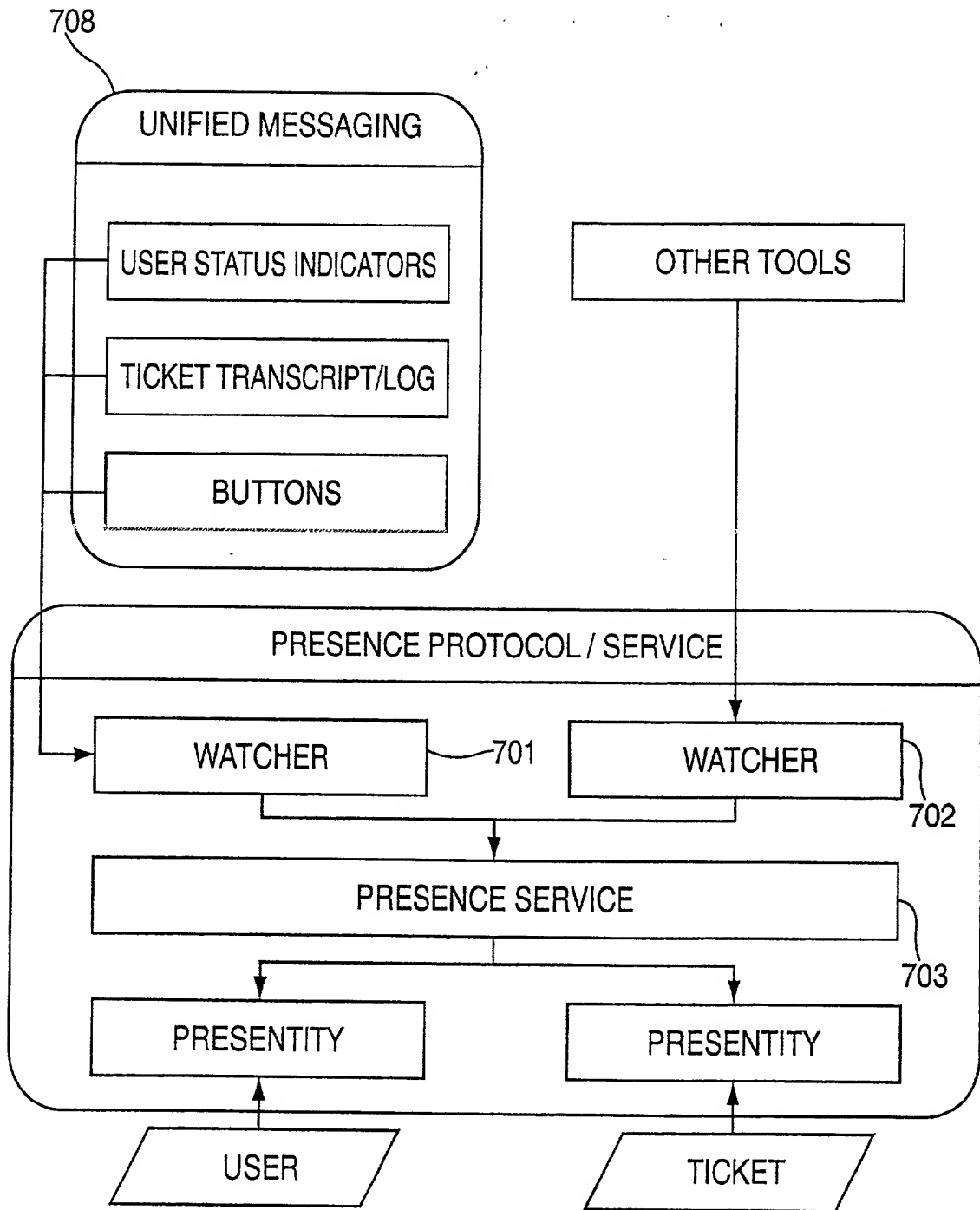


FIG. 7

9/15

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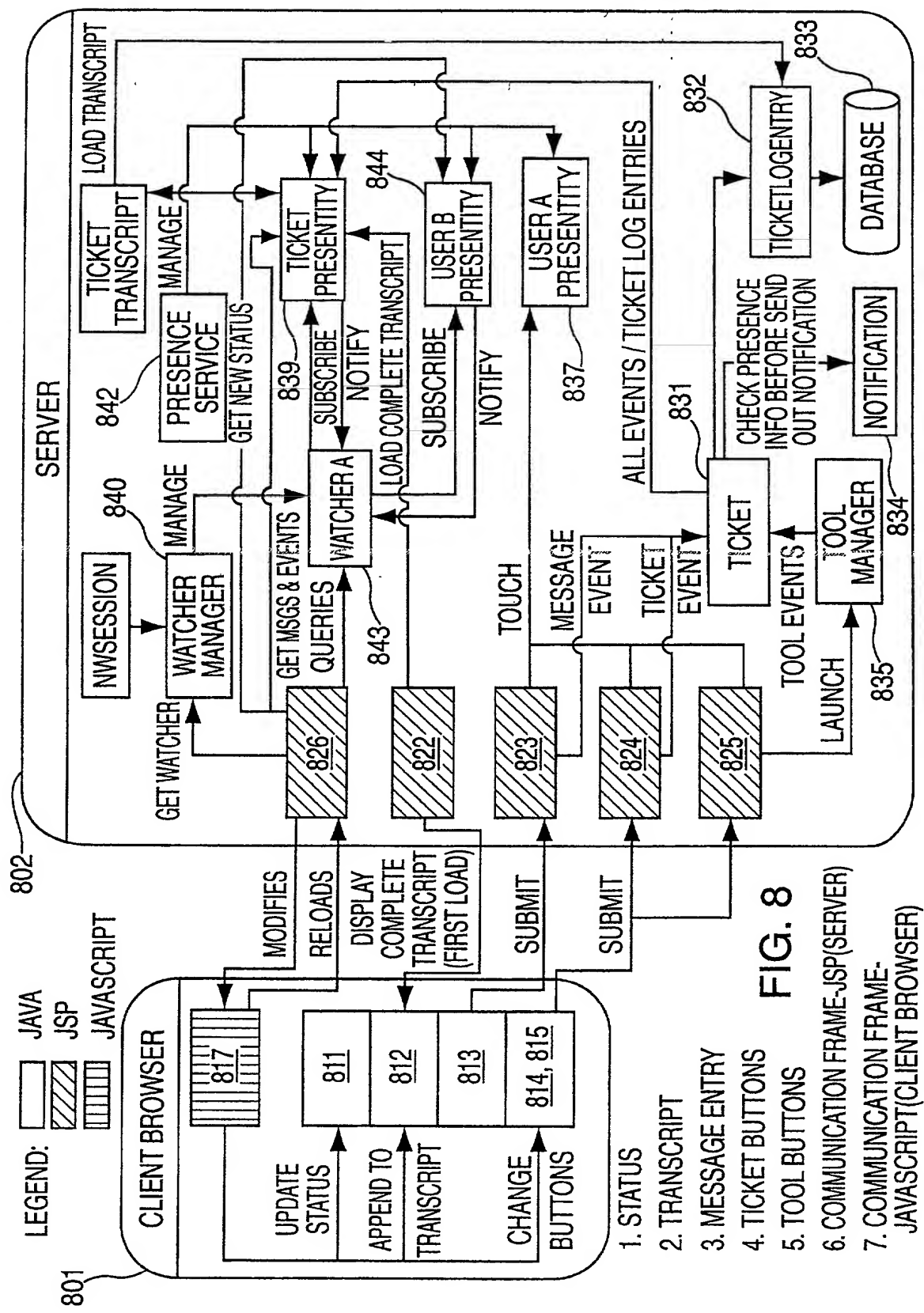


FIG. 8
 COMMUNICATION FRAME-JSP(SERVER)
 COMMUNICATION FRAME-JAVASCRIPT(CLIENT BROWSER)



10/15

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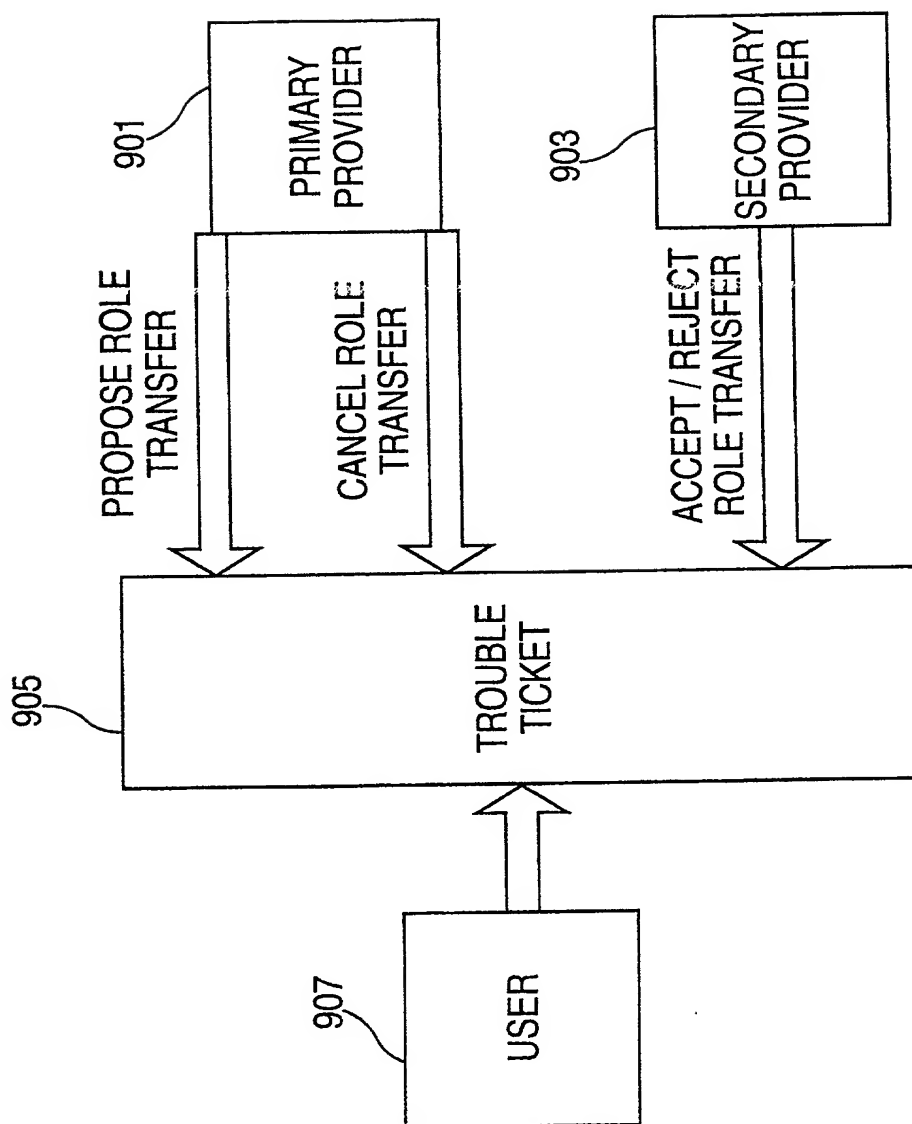


FIG. 8a



11/15

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Resolve This Request - #1297928 - Microsoft Internet Explorer

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Back Forward Stop Home Search Favorites History Print Mail Stop

Address 18popup=1&question=1297928&refid=0&pviewid=22344&serviceid=463760 Go Links Hotmail

Resolve This Request

"How do I convert a database from single-byte to double-byte?" (#1297934)

Reported by: TechRis Member Since Jul 5, 2000 Requests made: 217 Solutions Disputed: 0

View Request Details Transcript Text: ☐ Printable View

Attachments

Submitted By: TechRis ☐

Assigned To: realtechris ☐

Request #1297934 created November 27, 2001 3:05:41 PM PST

Support Category

Databases

Operating Systems

UNIX- (Over 256 MB RAM)

Description

I need help converting an existing database from single-byte to double-byte. How do I convert the data?

Request was submitted to first provider who will resolve to \$75.00 (11/27/01 3:05 PM)

realtechris picked the request (11/27/01 3:22 PM)

realtechris requested collaboration (11/27/01 3:23 PM)

50

51

☐ For Providers Only

52

Respond to this Collaboration Request

The primary Provider needs assistance.
Click the "Accept" button to collaborate on this request.

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Opening Page <http://megapede.epeople.com/viewquestion?techview=1&popup=1&question=129> Internet

FIG. 9



12/15

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Service Profile Detail - Microsoft Internet Explorer

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Back Forward Stop Search Favorites History Print Home

Address <http://qa.epeople.com/siteadmin/serviceprofile/serviceprofiledetail.jsp?serviceprofileid=2267> Go

Created: Nov. 8, 2001 by Anonymous, Last Modified: Nov 9, 2001 by Anonymous, Effective: Nov 7, 2001

Name Save

Description

Enable ☒

Service Network

Payer type Individual

Request Template (view DTD) Upload Request Template XML (sample xml file) Browse... Up

Resolution Summary Template (view DTD) Upload Resolution Summary XML (sample xml file) Browse... Up

Standard Routing Rules
(scan for incomplete routing rules)

Active	Name	Category	Request Classification	Operating System	Other	Tier 1	
<input checked="" type="checkbox"/>	Test Acorn All	any	any				910

[Add routing rule](#)

Routing Rules for Cross Network Use

Three Routing Rules can be linked from collaboration configurations in other Service Networks

FIG. 10a



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13/15

ePeople		Routing Rule	
Tool Home > Service Networks > Service Profile Detail > Routing Rule Detail			
Routing Rule: Test Acorn All #3579 (Enabled) Edit Routing Rule			
Request Classification	Settings		
Category Level 1 don't care	Budgeted Cost	\$33.00	
Category Level 2 don't care	Hours of Operation	not specified	
Category Level 3 don't care	Upfront Charge	no	
OS don't care			
OS Version don't care			
Language don't care			
On Site don't care			
Priority don't care			
Tier 1			
Multi-Provider Service Contract #2559: Collaboration: 1005182886442.			
Fixed Price			
Tier 1 Service Contract 0: Collaboration: 1005182886442, Fixed Price.			
individual Payer			
Edit Service Contract			
Status	Enabled		
Pricing Scheme	Paid by Individual (Credit Card)		
	Fixed price: \$33.00		
	Expected Cost: \$33.00		
Group Receiving Payment	Test Acorn Inc.		
Payment Entry Timer	10 min		
Payment Verify Timer	20 min		
Answer Accept Timer Init	20 min		
Answer Accept Timer Retry	20 min		
Expected Resolution Time	30 min, Target Percentage: 80%		
Expected Rating	4 stars, Target Percentage: 80%		
System Info	yes		
Phone Call	no		
Desktop Sharing	yes 911		
Primary Role Transferable	yes 912		
Allow Private Dialog	yes		
Allow Private Attachments	yes		
Provider 1: Sub Contract #2560 - Initial Primary			
"Primary:Basic 1005182886533"			
Primary:Basic 1005182886533			
Edit Service Contract 914			
Sub Contract Display Name Acorn Front Row 1			

FIG. 10b

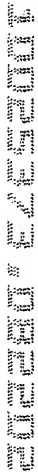


FIG. 10c



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15/15

Microsoft Internet Explorer - Edit Service Contract

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Back Forward Stop Search Favorites History

Address http://qa.epeople.com/siteadmin/serviceprofile/editservicecontract.jsp?matrixbasicid=35798refid=0&servicecontractid=2559 Go

ePeople Edit Service Contract

Tool Home > Service Networks > Service Profile Detail > Routing Route Detail > Edit Service Contract

Tier 1 Service Contract 2559: Collaboration: 1005182886442, Fixed Price

Service Contract Name	Collaboration: 1005182886442, Fixed Price
Description	Tier 1 Service Contract 0: Collaboration: 1005182886442
Tool Access Rules	<input checked="" type="checkbox"/> System Info <input type="checkbox"/> Phone Call <input checked="" type="checkbox"/> Desktop Sharing 918
For Reporting	
Expected Cost	\$33.00 917
Expected Rating	For Reporting - to compare to actual cost of request incurred in unentitled case 4 stars Percentage of requests meeting benchmark: 80 % For Reporting - to compare to actual rating of requests and percentage of requests meeting expected rating.
Expected Resolution Time	30 minutes Percentage of requests meeting benchmark: 80 %

Displayed to providers as anticipated requirements, and to compare to actual resolution time of requests and percentage of requests meeting expected resolution time.

Save Cancel

Done Internet

FIG. 10d